



## **WELCOME!**

Once your home has closed, please contact the Encore Warranty Department directly for any questions or concerns you may have regarding your new home. See the Warranty Department contact information below.

### **ENCORE WARRANTY**

Request your username and password for access to your home's portal and to submit warranty requests at:  
[warranty@theencoreclub.com](mailto:warranty@theencoreclub.com)

Warranty Mon- Fri contact phone number: 407-874-1151

Warranty after hours, holidays and emergency phone number: 321-250-5346

### **UTILITY SERVICES**

\*Please switch over the utilities within 48 hours of closing\*

**TECO Gas:** Condos only 407-425-4662

**Duke Energy:** 800-700-8744 **TOHO 863-496-1770**

### **REUNION CENTURY LINK (Internet & Phone)**

**To Add Services:** [1-866-706-4722](tel:1-866-706-4722) . Be sure to inform Century Link representative that you are apart of **Reunion Resort Bulk Member Package**. Tech support: **877-720-3416**.

**TO SET-UP SPECTRUM CLUB MEMBERSHIP**  
[membership@spectrumorlando.club](mailto:membership@spectrumorlando.club)

### **REUNION ADCOMM CABLE SERVICES: 1-866-581-4527**

Be sure to inform Adcomm representative that you are apart of **Reunion Resort Bulk Member Pckg.** **REUNION**

### **RESORT MEMBERSHIP**

Complete your Reunion Resort Membership application by emailing [rrmembership@reunionresort.com](mailto:rrmembership@reunionresort.com) and they will send you the secure application to set up your account. To **activate** your Membership and have full access to your Reunion Resort Amenities **You must Close and provide a copy of your HUD to membership.**

Contact Info: [rrmembership@reunionresort.com](mailto:rrmembership@reunionresort.com)

Beverly Kelber - 407.662.1076- [bkelber@reunionresort.com](mailto:bkelber@reunionresort.com)

Cindy Cramer – Office: 407-662-1070 – Desk: 407-396-3088 - [ccramer@reunionresort.com](mailto:ccramer@reunionresort.com)

**Account Information & Statements:**  
[customerservice@artemislifestyles.com](mailto:customerservice@artemislifestyles.com)

**For Reunion Resort Communities:**  
[ReunionHOA@artemislifestyles.com](mailto:ReunionHOA@artemislifestyles.com)

## ***THANK YOU & CONGRATULATIONS ON YOUR NEW HOME!***



## UTILITY AND HOA INFORMATION

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### Spectrum at Reunion Condominium Association, Inc.

Dear homeowner(s):

Congratulations on the purchase of your new home at Spectrum+! Spectrum Condominium has engaged Artemis Lifestyles to manage the day-to-day and strategic affairs of the Association. Artemis Lifestyles will be your resource for any matter relating to Spectrum at Reunion Condo Association and is eager to help you in any way possible.

#### **Association Services**

The Association has been designed to make your ownership experience as carefree and as enjoyable as possible and benefits all homeowners by taking advantage of its unique bulk buying power. The following services, provided on a scheduled basis, are performed at all units by the Association.

- o All exterior landscape maintenance
- o Landscape fertility and pest control
- o Landscape irrigation and water
- o Arbor care
- o Cable TV and 1gb internet
- o Home Telephone
- o Pest control and termite warranty
- o Water Services
- o Annual exterior pressure cleaning (excl roof)
- o Domestic trash collection

#### **Website**

Artemis Lifestyles maintains a convenient website where you can view community documents, pay dues, submit maintenance requests, and other valuable services. Located at [www.artemislifestyles.com](http://www.artemislifestyles.com), this secure site is your 24-hour-a-day resource for many matters relating to the community. Your unique login information has been mailed to you separately. Be sure to login and register your email address under User Options to ensure receipt of the frequent e-blasts sent by the community.

#### **Contact Information**

Artemis believes that effective and timely communication is the bedrock of a healthy and vibrant community. We are here to help you in any way possible. Contact information for the management team dedicated to the Spectrum community can be found below.

Sandra Lowery 407-705-2190 ext 227 <a href="mailto:slowery@artemislifestyles.com">slowery@artemislifestyles.com</a>	Manager 407-705-2190 ext 1204 <a href="http://artemislifestyles.com">artemislifestyles.com</a>	John Kinsley 407-705-2190 ext 229 <a href="mailto:Jkinsley@artemislifestyles.com">Jkinsley@artemislifestyles.com</a>
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**Welcome to Spectrum+ in the Reunion community!**

# Association Services

## **Cable Television, High-speed Internet and Basic Home Telephone**

The following services are provided under a **bulk agreement** between the Association, CenturyLink and Adcomm are included in your monthly Association dues. Buyer will need to activate these services. If you are enrolled in the property management program with LRR they will activate these services for you.

### ***Adcomm/DirectTV Cable Services***

DIRECTV Choice Package, with over 185 channels. All local channels available in your market. DIRECTV Anywhere Apps for up to 4 mobile devices. Access to thousands of movies and On Demand. Genies with up to 6 receivers per unit at no additional cost. Whole Home DVR Service.

***You can contact the Customer Service Dept at 866-581-4527.***

### ***CenturyLink/High Speed Internet***

1gb high-speed internet is included in your Association dues. Your rental manager may have design requirements regarding where to place modems and routers.

- Customer Service: 866.706.4722 (M-F 9am-7pm) or emailing [Caremdu@centurylink.com](mailto:Caremdu@centurylink.com)
- Tech support at 877.720.3416.
- Customers with billing issues should be directed to contact COR at 866.706.4722.

### ***CenturyLink/Home Telephone***

Home telephone is also included for your home.

## **Pest Control and Termite Warranty**

Your Association dues include the quarterly application of a barrier treatment around each building and a termite warranty for subterranean termites. There is nothing you need to do to activate this service, However, for infestations you might notice, special interior treatments can be arranged on an appointment basis. To schedule such a treatment please contact Artemis Lifestyles at 407-705-2190 ext 246.

## **Exterior Cleaning**

Pressure washing of the exterior surfaces each building is accomplished on an annual scheduled basis by the Association. You need not do anything to commence this service. However, to report concerns or possible problems, please contact Artemis Lifestyles and an inspector will be sent to visually inspect the property and take corrective action, as necessary.

## **Lawn and Landscape Maintenance**

The maintenance of all lawns and landscapes is the responsibility of the Association, including all chemical and fertility services, annual mulching, and irrigation inspections and repairs. You need not do anything to commence this service. However, to report concerns or possible problems, please contact Artemis Lifestyles and an inspector will be sent to visually inspect the property and take corrective action, as necessary.

# Utilities

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## Electric



### **407-629-1010**

Electric power is provided exclusively by Duke Energy and is individually metered in all cases. We suggest that you do this at your first opportunity and request that service be initiated on your closing date. The connection of electric and maintenance of temperature inside your unit is critical. Failure to maintain proper temperature within the unit will create an environment conducive to the growth of toxic molds and other organic substances which will severely damage your unit. You may be asked by Duke Energy to provide your name, ownership information, service address, mailing address, and home and work phone numbers. You will be assessed a one-time connection charge and, depending on your credit history, may be asked for a refundable deposit. You will also be able to set up automatic payments through their web site.

## Water and Sewer



### **863-496-1770**

Water and Sewer services at Spectrum+ are provided by Toho Water Authority and are included in the HOA automatically – activation is not required.

## Natural Gas/Propane **Condos Only**



### **407-425-4662**

Natural gas is provided by TECO-Peoples Gas. We suggest that you contact them early and request new service on the date of your closing. A connection fee will be charged, and a deposit will likely be required. You will be asked to provide them with your name, address, and driver's license/passport number.

## Waste Collection

**Condo** trash receptacles are located outside each building. The community offers daily valet trash pick-up service. Please ensure that all trash is properly bagged and stored inside one of the buildings bins. To report concerns, please contact Artemis Lifestyles at 407-705-2190 ext. 204/245/246.

**Townhome** trash collection, paid by your property taxes, will be handled by Universal Environmental Consulting. Please remember that the owner (or your management company representative) must contact them in order to have the approved waste containers delivered to your home. You can reach Universal Environmental Consulting Dennis Verges [dennis@uecfl.com](mailto:dennis@uecfl.com) or Eric Rubenstein [eric@uecfl.com](mailto:eric@uecfl.com) and they will require proof of ownership. To report concerns, please contact Artemis Lifestyles at 407-705-2190 x 204/245/246.

## **Reunion Resort Contact Guide**

The ReunionHOA Team is:



- **John Kingsley (Community Manager)** [jkingsley@artemislifestyles.com](mailto:jkingsley@artemislifestyles.com)  
407-705-2190 Ext. 229  
Manager for the Reunion Club & Resort Property Owners Association & Seven Eagles

✦ *The best way to reach us out is via the ReunionHOA Team email [reunionhoa@artemislifestyles.com](mailto:reunionhoa@artemislifestyles.com), since we all have access to it.*

The HOA payments can be made multiple ways:



- Online Community Portal - You can access your community portal to make a payment, set up reoccurring payments, and view information about your community.  
[www.artemislifestyles.com](http://www.artemislifestyles.com)
- Check or Money Order- Mail check or money order to P.O. BOX 620936 Orlando, FL 32862-0936. Make payable to your Community Association.
- Automatic Payment: You can set up automatic bill payment through your personal bank and send it to P.O. BOX 620936 Orlando, FL 32862-0936.

Your HOA fees include, irrigation, domestic pest control, landscaping, cable, and internet.



- For irrigation, landscaping and/or pest control service requests, please contact [reunionhoa@artemislifestyles.com](mailto:reunionhoa@artemislifestyles.com)
- Cable new accounts or issues, please contact Adcomm Cable at 1-866-581-4527
- Internet new accounts or issues, please contact CenturyLink at 1-866-706-4722 or 866-898-2044. **Please mention for both Cable/Internet that the property is and/or should be setup under the Reunion Resort Bulk Member Package for better assistance.**

For any exterior changes, please fill out an ARB form and send it to [arb@artemislifestyles.com](mailto:arb@artemislifestyles.com) for Board approval.



*Waterpark, Golf Course and VIP Pools* are managed by the Reunion Membership team, please contact them at [RRMembership@ReunionResort.com](mailto:RRMembership@ReunionResort.com). Reunion Club 855-420-9177.



*Community Pools* are managed by the Community Development District (CDD), please contact them at [ascheerer@gmscfl.com](mailto:ascheerer@gmscfl.com) or [tadams@gmscfl.com](mailto:tadams@gmscfl.com).



**Membership** in the Club is currently restricted to current members, purchasers of newly constructed homes, and buyers in the community who are purchasing real estate with an existing active membership. Homeowners can obtain additional membership information and benefits by contacting Cindy Katie Tully at [ktully@reunionresort.com](mailto:ktully@reunionresort.com) or Bev Kelber at [bkelber@reunionresort.com](mailto:bkelber@reunionresort.com).

*Gate passes* are managed by Reunion Security, please visit them at Reunion Grande at the Security office or call 407-396-3130.

*Water*, please contact Toho Water Authority at 407-944-5000.



*Electric*, please contact Duke Energy at 407-629-1010. For light pole outage request, please contact 800-228-8485 or report online providing address of outage to [Power Outage Information - Duke Energy \(duke-energy.com\)](https://www.duke-energy.com/power-outage)



*Trash Collection* - Osceola County service via Waste Management. Trash is on Monday, Thursday, Saturday. Recycling on Wednesday. Bulk Trash on Thursday. For trash can requests, 1 Trash can & 1 Recycling can, call Waste Management. **For collection requests, please contact Waste Management at 407-605-3892 or online <https://adwhc.service-now.com/csp>**



*Mailbox Key*, please fill out the attached form and send it to [reunionhoa@artemislifestyles.com](mailto:reunionhoa@artemislifestyles.com) for processing. The fee is \$60.00 fee for two keys (which also includes changing the lock). Mail must be retrieved every week to avoid mail deactivation. Please contact Post Office for forwarding or stopping mail arrangements and mail delivery questions.

#### **CELEBRATION — Post Office**

601 MARKET ST (Behind the Truist Bank)

KISSIMMEE, FL 34747-9992

Lot Parking Available

For facility accessibility, please call the Post Office.

1-800-ASK-USPS® (800-275-8777)

Phone 407-396-7001

Fax 407-566-2008

TTY 877-889-2457

#### **Post Office Hours:**

Monday	9:00am - 4:30pm
Tuesday	9:00am - 4:30pm
Wednesday	9:00am - 4:30pm
Thursday	9:00am - 4:30pm
Friday	9:00am - 4:30pm
Saturday	8:30am – 2:00pm
Sunday	Closed

Please let us know if you have any questions or if we can be of any further assistance.

Kindest regards,

**Reunion HOA Team**

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## FURNITURE PACKAGES

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Congratulations on your recent closing at Spectrum+. We are excited to have you and your family as part of our team. Spectrum+ at Reunion Resort has partnered with City Furniture to create “turn-key” packages for your home. We know that a lot goes into account when it comes to deciding which furniture will make your rental home perfect for your guests and that every second counts. With that in mind, there are a few things that we would like to make you aware of to help you when ordering your furniture through your furniture provider:

- We encourage all owners to start selecting a furniture package as soon as possible. That will minimize delays and ensure your home is ready on time! A 25% deposit is required to begin your order. Balance is due prior to furniture delivery.
- If any item is not readily available, speak with your furniture professional about possible substitutions. That would expedite your furnishing process.
- Items such as blinds, curtains and housewares are usually provided by third party companies. These items will be pre-ordered with your deposit.
- Installation of the furniture package requires a timeline of up to 60 days from first furniture delivery.
- Remaining flexible during the process while ensuring your property manager is communicated about any modifications in your original furniture package will ensure the mutual success between all parties.



City Furniture will manage the entire process including working with your property management company. Please contact your City Furniture account executive with any questions you may have. Or you may email [contract@cityfurniture.com](mailto:contract@cityfurniture.com)

We look forward to working with you!





## Our Rent Ready Process

The Rent Ready Process is the term given to the steps taken to prepare the property for rentals. This outlines the timeline beginning from the day your contract is signed, until the home is fully furnished and ready to receive rentals.

Our goal is to ensure residences are available to rent on the market as soon as possible. The estimated Rent Ready Process generally takes about 15 days after furniture install is complete for new construction homes. This takes into consideration the time needed for the Designer to completely furnish the home, items that must be submitted and/or completed through the Builder's Warranty, and time allotted for our team to perform the necessary onboarding logistics, such as in home collat-erals, stress tests, etc.

As a homeowner, you will play a very important role in ensuring our success during the rent ready process. Making sure your designer is ready to start after closing will expedite our rent ready process to commence. Be sure to verify that your furniture package is selected prior to closing. Additionally, a few documents will be required by our team, such as a copy of your **warranty deed as well as property insurance**. Our dedicated Rent Ready team will visit the property on a regular basis to ensure the onboarding of a new home is completed in the most effective and efficient way. In addition, LRR conducts weekly meetings to review the expected rent ready dates for all homes, and to ensure we can effectively pre-market your property to maximize your returns. Expected rent dates are adjusted as needed.

Lastly, homes under our management program are eligible for a discount on Reunion Membership Dues. **The discount is applicable to homes only after the property is deemed rent ready.** Our team notifies Reunion Membership Office anytime a new home is made available for rentals. The discount is then applied starting on the month following the rent ready date.

